Product Number: 3134.01.10

DTS EMPLOYEE TRAINING

Effective Date: February 24, 2009
Revision Date: February 24, 2009
Version: 2.0.0
Product Manager: Michelle Lewis
   Phone: 801-538-3461
   E-mail: mzlewis@utah.gov

The DTS Training section offers an enterprise approach to IT training to DTS Employees, where coordination, scheduling, arranging for vendor payments, customer billing of training expenses, and contract work comes from a single, efficient source.

Product Features and Descriptions

Feature	Description
Group Online Training SAIC Accounts	DTS has Group online training accounts through Science Application International Corporation, SAIC University/SkillSoft e-Learning, with access to over 1,800 courses and technical products to be assigned to and managed by functional group managers for use by DTS employees for purposes of maintaining skills and providing unlimited online training opportunities.
Scheduling/Administration Contract Training DTS Employees	DTS Employees can select technical and non-technical training from vendors through over 21 contracts published through the Division of Purchasing. Purchase of individual and group online DTS employee training accounts are encouraged as they offer flexible, low-cost, limitless employee training alternatives to more expensive off-site instructor lead courses.

Features Not Included

Feature	Explanation
Specialized Hardware/Software Expenses	Training requiring specialized hardware purchases, software purchases, non-bundled/standard licensing costs, maintenance fees, and any other hidden costs will be identified and incurred by the ordering agency.
Food Service	Catered food service and refreshments are not provided as a product or service by DTS Training Staff.

Rates and Billing

Feature	Description	Base Rate
Group Online Training SAIC Accounts	SAIC on line training available to all DTS managers ordered through DTS Training Coordinator	$695/year
Scheduling/Administration Contract Training DTS Employee	DTS employee training authorized by management, compliant with Division of Purchasing requirements, is ordered through DTS Training Coordinator	$2/day per student

Ordering and Provisioning

Feature	Description
Scheduling/Administration Contract Training DTS Employees	DTS Employee centralized point of reference for training service offerings, order forms, and ordering resource documents is through the Training Coordinator. DTS employees/management submits published Training Inquiry or approved Requests for Training forms to DTSTRAINING@utah.gov , or to Training Coordinator, for processing. Employee training requests for training purchases over $1,000 for non-contracted training vendors require the submission of approved Sole Source, or competitive quotes/bids in accordance with Division of Purchasing guidelines. Training Coordinator orders training, confirms training and logistics, arranges for vendor payments, bills training expenses, and assists with other associated training coordination activities as required. In coordinating group classes with agency customers, Training Coordinator works closely with agency customer sponsor, training vendor, and other resources as required to ensure successful execution of group training classes.

DTS Responsibilities

- Provide centralized resources and point of contact for coordinating technical training.
- Ensure mechanisms are in place for ordering DTS Employee training.
- Promote utilization of training contracts, online training accounts, and other available DTS employee training resources.
- Schedule DTS Employee training.
- Confirm DTS Employee training and logistics.
- Coordinate vendor payments.
- Bill training expenses monthly in accordance to approved rates with billing viewable to customers through CIMS online billing system
- Assist and facilitate other associated training coordination activities as required.

Agency Responsibilities

- Ensure authorized management approval of training, funding, and valid active ELCID billing codes are provided along with paperwork required for compliance with Division of Purchasing.

- DTS Employee career management such as tracking and managing the accumulation of earned training/education credits, professional vendor certification testing, professional membership purchases, membership dues and such are responsibilities of individual employees and their management team.

Service Levels and Metrics

- Provide centralized point of contact for technical training.
- Have contracts in place that provide for employee and management options for IT training.
- Have a menu of training options with approved, established rates for each service set.
- Performance service level goal is to fill 85% of training requests in less than 14 days.
- Performance measures established for the DTS training program is defined and reported monthly in the Balanced Scorecard.